



Switch Groups

An infant was recently moved into foster care. Three months of checks were issued one month ago. One check has already been used for this month. **All** the remaining checks were given to the WIC clerk. What are the steps to correctly move the client and reissue new checks?

There are two possible scenarios that involve the foster parent/caregiver:

1. The foster parent is already a caregiver for another active WIC participant.
2. This is a new caregiver to the WIC system.

Using the Switch Groups option under the Client Menu will allow you to search for caregivers by name. If the caregiver is found in this search, select their name from the visible window and click Save to complete the switch.

If the caregiver's name does not appear in the search window (or the caregiver tells you they have never been involved in Kansas WIC previously), select the Create New Group option under the Client Menu. Enter the new caregiver information in the spaces provided, and click Save.

Now that the client is associated with the new caregiver, the issue of replacing any WIC checks that were given to the previous caregiver must be addressed.

In this scenario, the client has spent one check of this month's issuance and turned in all the remaining checks (for this month and future months). The following steps need to be completed:

- Open Void & Replace Checks found under the Check Issuance menu.
- Select the second option: *"Void the Checks I select and issue replacements Checks with the original food package"*.
- Select the reason "Caregiver Change".
- Any months that are available to replace checks will have a check mark next to the month. Click "Next".
- UNCHECK any Check that is listed that has been used already. *Pay very close attention to this, as you do NOT want to void and replace any checks the client has already used.*
- Click "Void/Replace" and collect the reprinted checks from the check printer.
- Verify the correct caregiver information is on the new checks, and then destroy the original checks provided by the client.



Note: In this example, all the non-cashed checks were returned. Policy specifies that checks must be in the possession of LA staff before they can be voided and replaced except for extenuating circumstances, in which, the State Agency (SA) must give prior approval. http://www.kansaswic.org/manual/FCI_04_04_00_Voiding_Checks.pdf

